

ATTORNEY DOCKET NO.:  
073897.0132

PATENT APPLICATION

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TRANSMITTAL FOR U.S. PATENT APPLICATION  
UNDER 37 CFR §1.53(b)

**Mail Stop: Patent Application**  
Commissioner For Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

Attorney Docket No.: 073897.0132  
Express Mail. No. **EV 324622405 US**

Sir:

Transmitted herewith for filing is the original patent application of:

Inventor: William Walker Franklin, et al.

For: **SYSTEM AND METHOD FOR CUSTOMIZED INTELLIGENT  
CONTACT ROUTING**

Enclosed are:

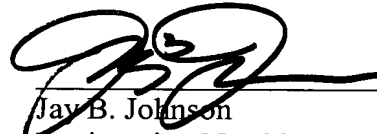
- (1) Specification, including Claims and Abstract (23 pages);
  - (2) Declaration and Power of Attorney (4 pages);
  - (3) Formal Drawings (2 sheets);
  - (4) Assignment of the invention to Capital One Financial Corporation (5 pages);
  - (5) Separate cover sheet in compliance with 37 C.F.R. § 3.28 and § 3.31 is included (2 pages) along with recordal fee of \$40.00 pursuant to 37 C.F.R. § 1.21(h);
  - (6) This Transmittal Form (2 pages) with attached patent application filing fee in the amount of \$768.00;
  - (7) Information Disclosure Statement (1 page);
  - (8) PTO-1449 (1 page) with attached references (acco-bound);
  - (10) 1 page Certificate of Mailing by Express Mail Ref. No. **EV 324622405 US**;
- and
- (11) Baker Botts Return Acknowledgment Postcard.

Applicant is a large entity.

FEE CALCULATION					FEE
	Number		Number Extra	Rate	Basic Fee \$ 750.00
Total Claims	21	- 20	1	X \$18 =	\$ 18.00
Independent Claims	3	- 3	0	X \$84 =	\$ -0-
TOTAL FILING FEE =					\$ 768.00

Enclosed is a check in the amount of \$768.00 for the filing fee. Please charge any additional fees or credit any overpayment to Deposit Account No. 02-0384 of Baker Botts L.L.P.

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**05073**

Patent Trademark Office

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: FRANKLIN, et al.  
Filing Date: August 26, 2003  
Title: **SYSTEM AND METHOD FOR CUSTOMIZED  
INTELLIGENT CONTACT ROUTING**

**MAIL STOP PATENT APPLICATION**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

**CERTIFICATE OF MAILING BY EXPRESS MAIL**

I hereby certify that the attached Patent Application (23 pages), Drawings (2 sheets), Declaration and Power of Attorney (4 pages), Assignment with separate Assignment Recordation Coversheet (7 pages), transmittal forms (2 pages), checks in the amounts of \$768.00 and \$40.00 to satisfy both patent application and assignment recordal fees, Information Disclosure Statement (1 page) with PTO 1449 Form with copies of references cited (acco-bound), a Baker Botts, LLP acknowledgement return postcard, and this Certificate of Mailing are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. § 1.10 on this 26th day of August, 2003 and addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

*Willie Jiles*

Willie Jiles

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No. EV 324622405 US  
Attorney's Docket: 073897.0132

**EV324622405US**